



**Report**  
**On Ombudsman's Office activity in**  
**SHEI "Kyiv National Economic University**  
**named after Vadym Hetman"**

The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Co-funded by the  
Erasmus+ Programme  
of the European Union



In April 2018 according to realization of the project “Advocacy Establishment for Students through Ombudsman Position” in SHEI “Kyiv National Economic University named after Vadym Hetman” was founded Ombudsman’s Office aimed assistance in implementation of a unified state policy aimed to ensure the right of a person to receive high-quality and accessible education; cooperation and interaction with the Educational Ombudsman appointed by the Cabinet of Ministers of Ukraine in accordance with the established procedure; implementing measures on compliance with the legislation of Ukraine on education; taking measures to ensure proper conditions for equal access to education by participants of the University's educational process; ensuring the realization of the rights, freedoms and legitimate interests of the University students; representing the legitimate interests of students to the University management; taking preventive measures to warn violations of students’ rights, freedoms and legitimate interests.

To follow the principle of objectivity, in Kyiv National Economic University on the position of the Ombudsman has been chosen a person who is not working and doesn’t have any working relations with University Administration, is not a faculty member, and therefore is an unbiased person, but at the same time he has a direct relation to the University and knows all its internal peculiarities as he is the University graduate, the member of the University Supervision Board, and Ernst & Young Partner.

March 29, 2018 on the session of the Academic Council of SHEI “Kyiv National Economic University named after Vadym Hetman” the “Provisions of Ombudsman for Human Students of State Higher Educational Institution “Kyiv National Economic University named after Vadym Hetman” were approved by the protocol No. 8. and by the Rector’s order No. 330 (April 19, 2018) this Provision was enacted. We have developed the model where protection of students’ rights is not the task of a single person, but of the team of diverse professionals who represent different departments and faculties of the University and are headed by the Ombudsman who is not a University employee.

In 2017-2019 for further popularization of Ombudsman’s Office activity in SHEI “Kyiv National Economic University named after Vadym Hetman” there were conducted number of activities:

1. May 17, 2018 during the University Open Door Days students, professors, entrants and their parents had an opportunity to get acquainted with the candidate for a position of Ombudsman in State Higher Educational Institution “Kyiv National Economic University named after Vadym Hetman”.

2. May 30, 2018 after presentation, long and active discussion University students trusted to protect their rights and interests to KNEU graduate, Member of the University Supervision Board, Partner at Ernst&Young – Bogdan Yarmolenko. And he received headquarters' permission to get this position on a voluntary basis.

3. The participants of AESOP have also conducted interesting and useful training (“XXI Millennial: who are they and how to work with them”) for Ombudsman for students' rights in SHEI “Kyiv National Economic University named after Vadym Hetman”.

4. June 6, 2018 in cooperation with participants of Erasmus+ project “Improvement of the practicing-oriented training of teachers of vocational education and training“(2016-2018) (ITE-VET) during the round table conduction, team members of KNEU AESOP have presented their project and shared the unique experience that became possible due to the creation position of Ombudsman for Students' Rights in SHEI “Kyiv National Economic University named after Vadym Hetman”. Team members of AESOP and ITE-VET projects of Erasmus+ program in Kyiv National Economic University named after Vadym Hetman have achieved the synergy effect by combining their experience, efforts and productivity. Therefore the main mission of every teacher and professor is to educate fully developed, communicative and conscious personality, who doubtless has proper professional competences, skills and knowledge provided by real professionals working in KNEU.

5. September 13, 2018 on annual methodological seminar for professors-supervisors of first year student's project representatives made a report on University Ombudsman Office work.

6. September 27, 2018 the final meetings of International Erasmus+ project “Improvement of the practicing-oriented training of teachers of vocational education and training“(ITE-VET). For the purpose of synergy of Erasmus + projects, the project “Advocacy Establishment for Students through Ombudsman Position” in SHEI “Kyiv National Economic University named after Vadym Hetman” (AESOP) was also presented during this event.

7. December 6, 2018 for Personnel Management, Sociology and Psychology Department students was held the training “Protecting students' rights in SHEI “Kyiv National Economic University named after Vadym Hetman”.

8. December 6-7, 2018 in Kyiv National Economic University named after Vadym Hetman took place Ukrainian Scientific and Practical Conference “Training of teachers of vocational education and psychologists in higher educational institutions”. Project participants made a report “Ombudsman's Office as an instrument for the implementation and protection of students' rights and freedoms”.

9. December 11, 2018 during All-Ukrainian week of law – 2018 and the work of AESOP project “Advocacy Establishment for Students through Ombudsman Position” were held trainings for first- and second-year students of Information Technologies in Economics College of SHEI “Kyiv National Economic University named after Vadym Hetman” (topic: “Student’s legal status: from theory to practice”).

10. February 4, 2019 took place regular meeting of AESOP project Erasmus+ program working group. Where the urgent issues of students Ombudsman’s office in SHEI “Kyiv National Economic University named after Vadym Hetman” functioning were discussed.

11. Period between February 5 till March 28, 2019 in KNEU were organized numerous trainings for professors and Ombudsman aiming to discuss the role of the teacher and his/her main tasks in the formation of modern professional competencies among students.

12. February 9, 2019 during the University Open Door Days in State Higher Educational Institution “Kyiv National Economic University named after Vadym Hetman” Ombudsman’s Office activity was presented as well.

13. April 4-5, 2019 SHEI “Kyiv National Economic University named after Vadym Hetman” hosted the meeting of AESOP project Erasmus+ managers “Advocacy Establishment for Students through Ombudsman Position”.

14. May 26-28, 2019 in Khazar University (Azerbaijan) took place the meeting of AESOP project Erasmus+ managers “Advocacy Establishment for Students through Ombudsman Position”.

Each University student, his/her parents, legal representatives, has an unrestricted right of appealing directly to the Ombudsman (in writing or orally) and to receive a reasoned response (written or oral) for his/her appeal within the timeframes established by the law.

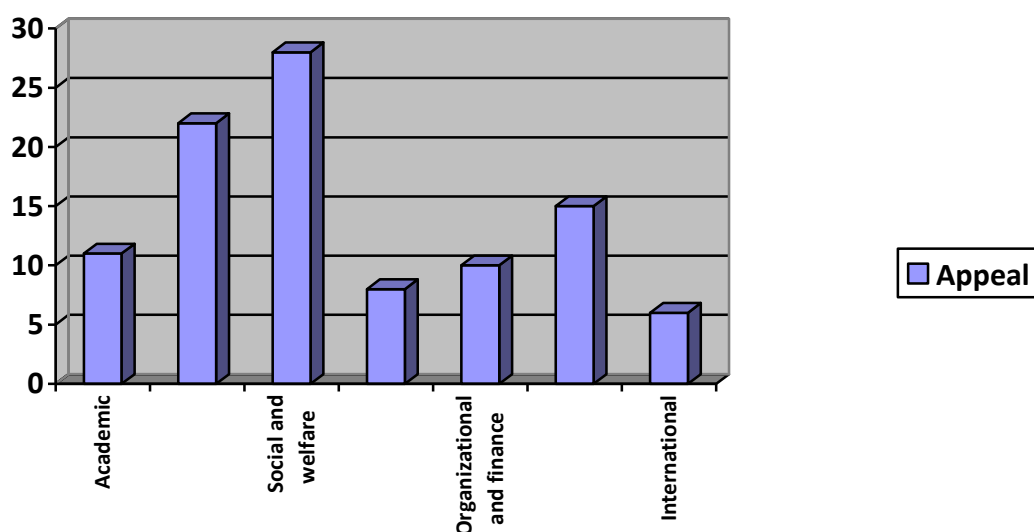
Appeals are submitted to the Ombudsman in writing and electronic forms. Written appeal is submitted to the department of office work and archival documents storage of the University. Electronic appeal is sent to the Ombudsman's e-mail.

An appeal may be filed by an individual (individual) or a group of individuals (collective).

Explanations and copies of documents, certified in the established way, confirming the information indicated in the appeal can be attached to the appeal.

During the period of Office activity we totally had 326 applications from students and their parents:

- Academic field – 36 students (11 %);
- Legal field – 72 students (22 %);
- Social and welfare field – 91 students (28 %);
- Informational and communicative field – 26 students (8 %);
- Organizational and finance field – 33 students (10 %);
- Psychological and educational field – 49 students (15 %);
- International field – 20 students (6 %).



Description of all activities that are held during realization of the AESOP project is placed on the University website, Ombudsman's page; in the section - News or Events in social media (for example on Facebook page KNEU: AESOP ERASMUS+. Visual materials are distributed through booklets, informational letters, different activities are also held in respond to appeals. Particularly in respond to the problem of frequent cases of smoking on the territory of University campus and dormitories (according to students' appeal) the Ombudsman Office team has developed presentations, sights, booklets and other materials that provide information on the harmful effects of tobacco smoke. And on May 31, 2019 on "World No Tobacco Day" was held the event "Change your cigarette to the candy".

In its everyday activity Office solves the problems of scholarships, dormitories, academic mobility, provides psychological counseling, international mobility etc.

The Ombudsman reports to the University Supervisory Council on the results of his activities annually and provides relevant information to the University Rector. Information on the Ombudsman's activities is posted on the relevant page of the University website.